



COMPLAINTS POLICY.

1. Summary

HFL Education is committed to providing high quality service and working in an open and accountable way. This policy outlines our approach to responding to complaints about our service.

2. Our aims

- Complaints will be dealt with honestly, politely and in confidence.
- Complaints will be looked into thoroughly and fairly with every effort made to resolve the issue(s) raised.
- Complaints will be dealt with in a timely way. Timescales for dealing with complaints are specified in section 7 below.
- Where appropriate, updates on the progression of a complaint will be given.
- We will learn from mistakes and aim to improve our service.
- Our complaints policy and procedures will be regularly reviewed.

3. Introduction

This policy sets out our key principles and accountabilities in relation to receiving and responding to a formal complaint from customers, members of the public and partner organisations.

In the event of a complaint about our service being directed to Hertfordshire County Council (HCC), the complaint will be acknowledged with a response to the effect that the matter has been passed to us for a response. Our timescale for responding (see section 7) will start from the date we receive the complaint.

4. Scope

This policy applies to anyone accessing HFL Education services and sets out the procedure to manage and respond to a complaint. This policy does not cover action taken by HFL Education on behalf of schools or Hertfordshire County Council to address complaints made about schools or their staff.

5. Policy

A complaint is defined as any expression of dissatisfaction about a service, product or an employee. Complaints require a formal written response and therefore differs from feedback or constructive comments that are often resolved informally. Feedback or constructive comments can be given by contacting the Customer Service team using the contact details in section 9 below. Where there is ambiguity, our team are trained to check whether the person giving the feedback wishes to make a formal complaint.

HFL Education is committed to providing high quality service to all that engage with us and we place great emphasis on resolving and responding to any complaint thoroughly and courteously. Therefore, when a complaint has been made, the complainant can expect the issue to be fully investigated and to be informed of the outcome.

In some cases an individual may wish to complain on behalf of someone else. In these circumstances, we will need the person's agreement that the third party is authorised to act on their behalf.

Please note we do not respond to or investigate anonymous complaints except in extreme circumstances where the safety of a child or vulnerable adult may be compromised.

All personal information or records relating to complaints will be treated in confidence and in accordance with the requirements of the Data Protection Act 2018. Information will only be disclosed to those who need to know, so they can investigate the complaint.

A copy of this policy will be made available on our website and where applicable, referenced to elsewhere.

Making a complaint will not compromise the provision of any future services or support.

The Chief Executive Officer (CEO) will report on complaints and how they were dealt with to the Board of Directors as part of the regular CEO Report. The CEO Report is presented at each Board meeting.

6. Procedure for submitting a complaint

Any individual or organisation wishing to make a formal complaint about our service or an individual member of our staff can do so by completing the complaints form found on the HFL Education website. Alternatively, the Customer Service team can be contacted via telephone. Our contact details can be found in section 9 of this document.

When making a complaint, it is important to set out the facts and to be specific about the desired outcome and any remedial action you think is required.

If a complaint is made via telephone, the team will complete a complaints form with you whilst on the call to ensure we have all of the appropriate details needed to investigate the complaint thoroughly.

7. Procedure for response

Once a complaints form is submitted, it is assigned to one of our complaints managers. The complaints manager will investigate thoroughly and as part of this process the complainant may be contacted to discuss the issue. As part of the investigation, we may also contact anyone else who has relevant information.

We aim to resolve the complaint within 20 working days. If we are unable to resolve within this timescale, we will contact you to explain why and advise when you can expect a resolution.

The complaint outcome will be sent via email using the contact details provided.

8. Appeals

If an individual is not satisfied with the outcome they have a right to appeal to the CEO. The CEO will review the response provided and may conduct further enquiries in order to provide a final written response. We aim to respond to appeals within 20 working days of receipt.

9. Contact details

Customer Service for general feedback/queries: info@hfleducation.org
01438 544464 (option 6)

